

August 4, 2004
Case No.: GP-301187 (2760/5)
Serial No.: 09/997,761
Filed: November 29, 2001
Page 3

CLAIM AMENDMENTS

Please amend the claims as illustrated below so that after amendment, a complete set of claims reads as follows. No new matter has been added with the amendment of the claims.

1. (Currently Amended) A method for directing service in a vehicle comprising:
receiving a service request from the vehicle;
receiving a vehicle location;
determining vehicle delivery-enabling information based on the service request and the vehicle location;
configuring the service corresponding to the service request based on the vehicle delivery-enabling information, wherein the service is configured at a service management subsystem; and
sending the configured service to the vehicle.
2. (Original) The method of claim 1 further comprising:
receiving a signal including a vehicle identifier from a vehicle communication component.
3. (Original) The method of claim 2 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.
4. (Original) The method of claim 1 further comprising:
sending a list of delivery channels to a vehicle communication component.
5. (Original) The method of claim 4 further comprising:
selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

August 4, 2004
Case No.: GP-301187 (2760/5)
Serial No.: 09/997,761
Filed: November 29, 2001
Page 4

6. (Original) The method of claim 5 further comprising:
optimizing the configured service for communication based on the selected
delivery channel.
7. (Original) The method of claim 1 further comprising:
configuring a vehicle communication component in the vehicle based on the
vehicle delivery-enabling information.
8. (Original) The method of claim 1 further comprising:
creating a profile that includes vehicle delivery-enabling information.
9. (Original) The method of claim 1 wherein determining vehicle
delivery-enabling information is based on at least one pre-determined user
input.
10. (Original) The method of claim 1 wherein sending the service corresponding
to the service request comprises sending electronic mail to a vehicle
communication component.
11. (Original) The method of claim 1 further comprising:
updating the vehicle delivery-enabling information at a service management
application while the application is in contact with a vehicle communication component.

August 4, 2004

Case No.: GP-301187 (2760/5)

Serial No.: 09/997,761

Filed: November 29, 2001

Page 5

12. (Currently Amended) A system for directing service in a vehicle comprising:
means for receiving a service request from the vehicle;
means for receiving a vehicle location;
means for determining vehicle delivery-enabling information based on the service request and the vehicle location;
means for configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and
means for sending the configured service to the vehicle,
wherein the means for configuring the service are located at a service management subsystem.
13. (Original) The system of claim 12 further comprising:
means for receiving a signal including a vehicle identifier from a vehicle communication component.
14. (Original) The system of claim 12 further comprising:
means for sending a list of delivery channels to a vehicle communication component.
15. (Original) The system of claim 14 further comprising:
means for selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.
16. (Original) The system of claim 15 further comprising:
means for optimizing the configured service for communication based on the selected delivery channel.

August 4, 2004
Case No.: GP-301187 (2760/5)
Serial No.: 09/997,761
Filed: November 29, 2001
Page 6

17. (Original) The system of claim 12 further comprising:
means for configuring a vehicle communication component in the vehicle
based on the vehicle delivery-enabling information.
18. (Original) The system of claim 12 further comprising:
means for creating a profile that includes vehicle delivery-enabling
information.
19. (Currently Amended) The system of claim 12 further comprising:
means for updating the vehicle delivery-enabling information at a service
management application while the application is in contact with a vehicle communication
component.
20. (Currently Amended) A computer usable medium including a program for
directing service in a vehicle comprising:
computer readable program code that receives a service request from the
vehicle;
computer readable program code that receives a vehicle location;
computer readable program code that determines vehicle delivery-enabling
information based on the service request and the vehicle location;
computer readable program code that configures the service corresponding to
the service request based on the vehicle delivery-enabling information; and
computer readable program code that sends the configured service to the
vehicle,
wherein the service is configured at a service management subsystem.

August 4, 2004
Case No.: GP-301187 (2760/5)
Serial No.: 09/997,761
Filed: November 29, 2001
Page 7

21. (Original) The computer usable medium of claim 20 comprising:
computer readable program code that receives a signal including a vehicle identifier from a vehicle communication component.
22. (Original) The computer usable medium of claim 21 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.
23. (Original) The computer usable medium of claim 20 further comprising:
computer readable program code that sends a list of delivery channels to a vehicle communication component.
24. (Original) The computer usable medium of claim 23 further comprising:
computer readable program code that selects a channel from the list of delivery channels to deliver the configured service corresponding to the service request.
25. (Original) The computer usable medium of claim 24 further comprising:
computer readable program code that optimizes the configured service for communication based on the selected delivery channel.
26. (Original) The computer usable medium of claim 20 further comprising:
computer readable program code that configures a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

August 4, 2004
Case No.: GP-301187 (2760/5)
Serial No.: 09/997,761
Filed: November 29, 2001
Page 8

27. (Original) The computer usable medium of claim 20 further comprising:
computer readable program code that creates a profile that includes vehicle
delivery-enabling information.
28. (Original) The computer usable medium of claim 20 wherein determining
vehicle delivery-enabling information is based on at least one pre-determined user
input.
29. (Original) The computer usable medium of claim 20 wherein sending the
service corresponding to the service request comprises sending electronic mail to
a vehicle communication component.
30. (Original) The computer usable medium of claim 20 further comprising:
computer readable program code that updates the vehicle delivery-enabling
information at a service management application while the application is in contact with a
vehicle communication component.